

**CISCO** Connect

# From Technology to Outcomes

Building the foundation to scale AI with confidence



# 97%

say urgency to deploy AI  
has increased

Only

# 13%

feel ready to do  
it at scale

<1990's  
Machine Learning

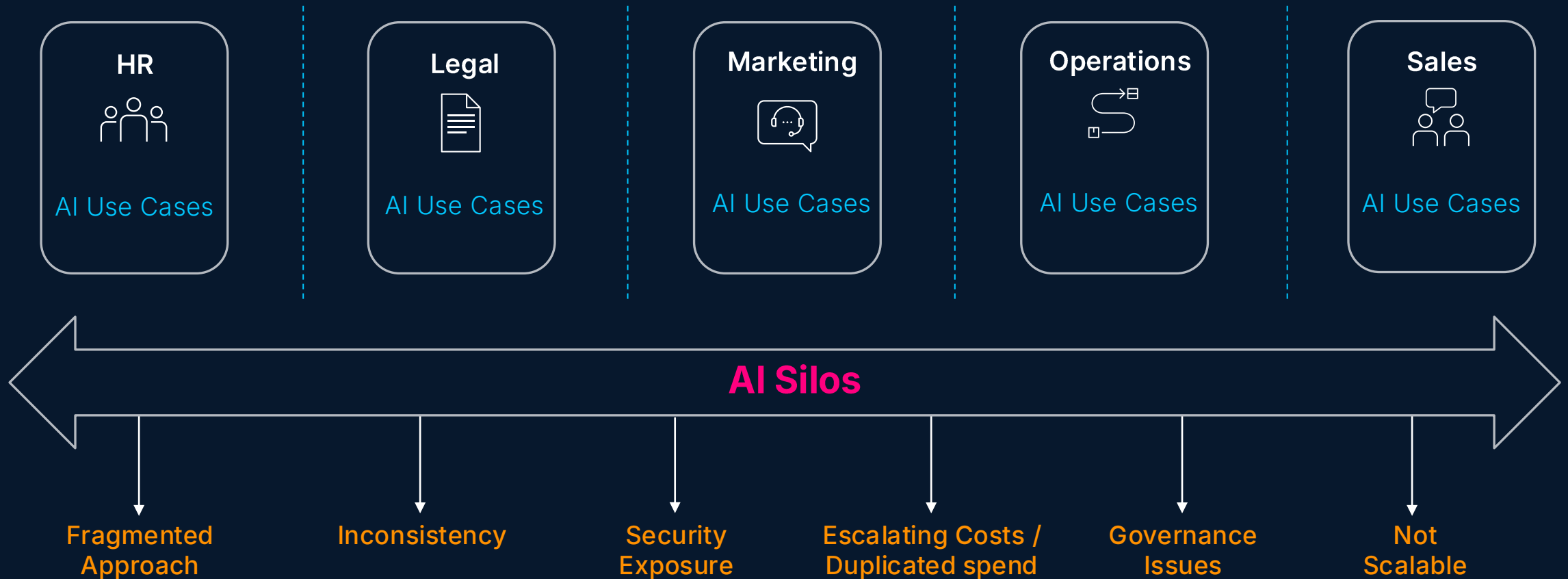
2022  
ChatGPT

2024  
AI Assistants

2025  
Agentic AI

2026  
Physical AI

# The challenge isn't AI demand – it's fragmentation



# Fragmented AI costs more and delivers less



More cost  
Less scale  
More risk  
Slower delivery

1: Jacobsen, Curt, et al. "Overcoming Two Issues That Are Sinking Gen AI Programs." McKinsey & Company, 6 June 2025  
2: Singla, Alex, et al. "The State of AI: How Organizations Are Rewiring to Capture Value." McKinsey & Company, 12 Mar. 2025  
3: Azagury, Jack, et al. "Making Reinvention Real with Gen AI: From Experimentation to Impact." Accenture, Mar. 2025  
4: Azagury, Jack, et al. "The Front-Runners' Guide to Scaling AI: Lessons from Industry Leaders." Accenture, 2024  
5: Azagury, Jack, et al. "Reinvention in the Age of Generative AI." Accenture

# Prioritise demand first. Then build for scale.

## Step 1

Define multiple use cases

**3Point**

(or capable Channel Partner)

**AI Use Cases Workshop**

Use cases  
are already defined

## Step 2

Define AI Infrastructure at Scale

**Cisco CX**

**AI Infrastructure  
Advisory  
Workshop**

# Laying the foundations for successful AI

Mike Connaughton

CTO, 3Point



Foundations

# For successful AI

**Use Case  
Identification,  
Definition &  
Validation**

**TCO & ROI  
Assessment**

**Use Case  
Prioritisation**

**Stakeholder  
Identification**

**Data  
Readiness**

**Adoption**

**Skills  
Assessment**

**Process  
Review**

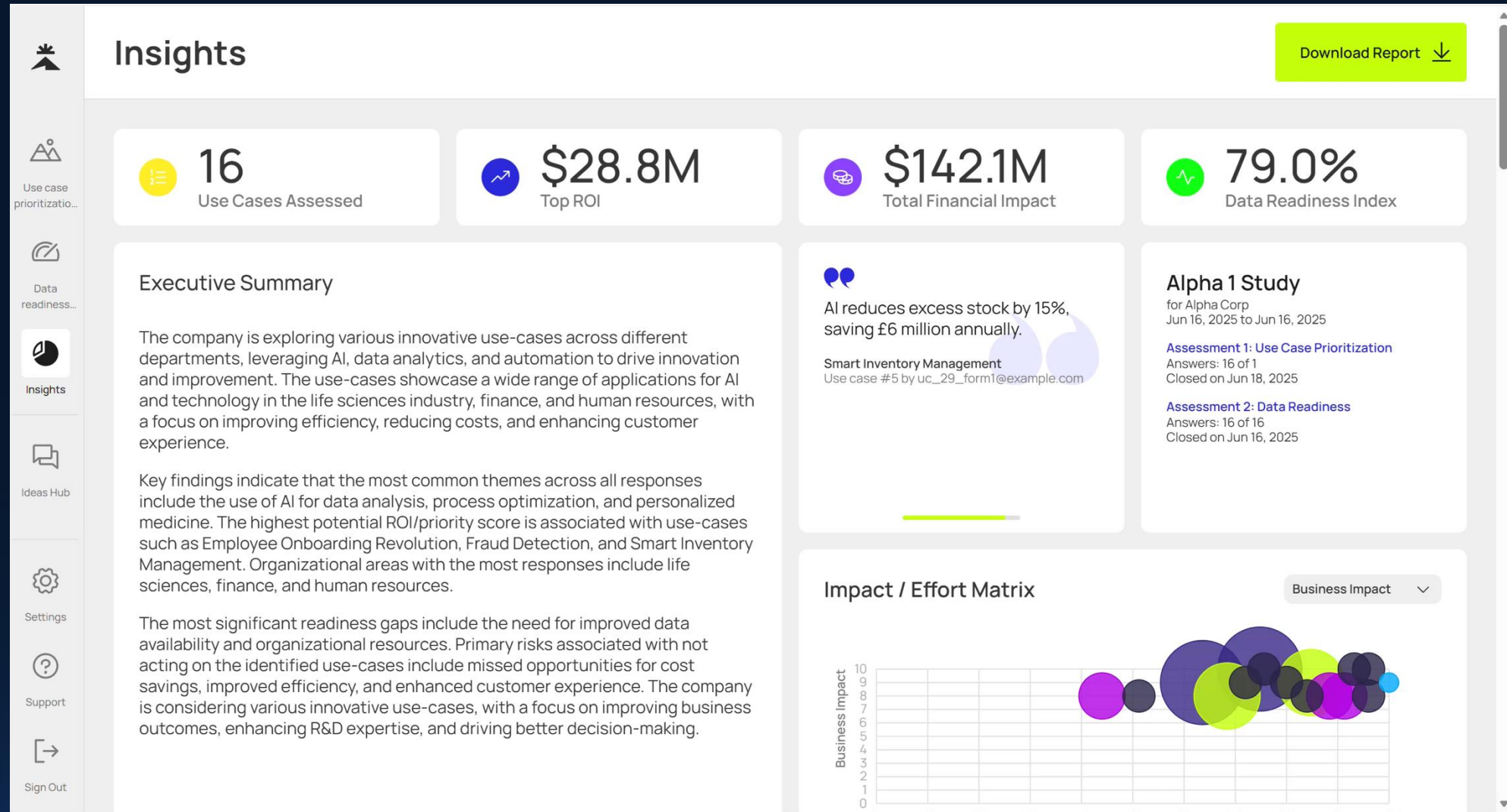
**Leverage  
Existing IT  
Systems**

**Ethics &  
Governance**

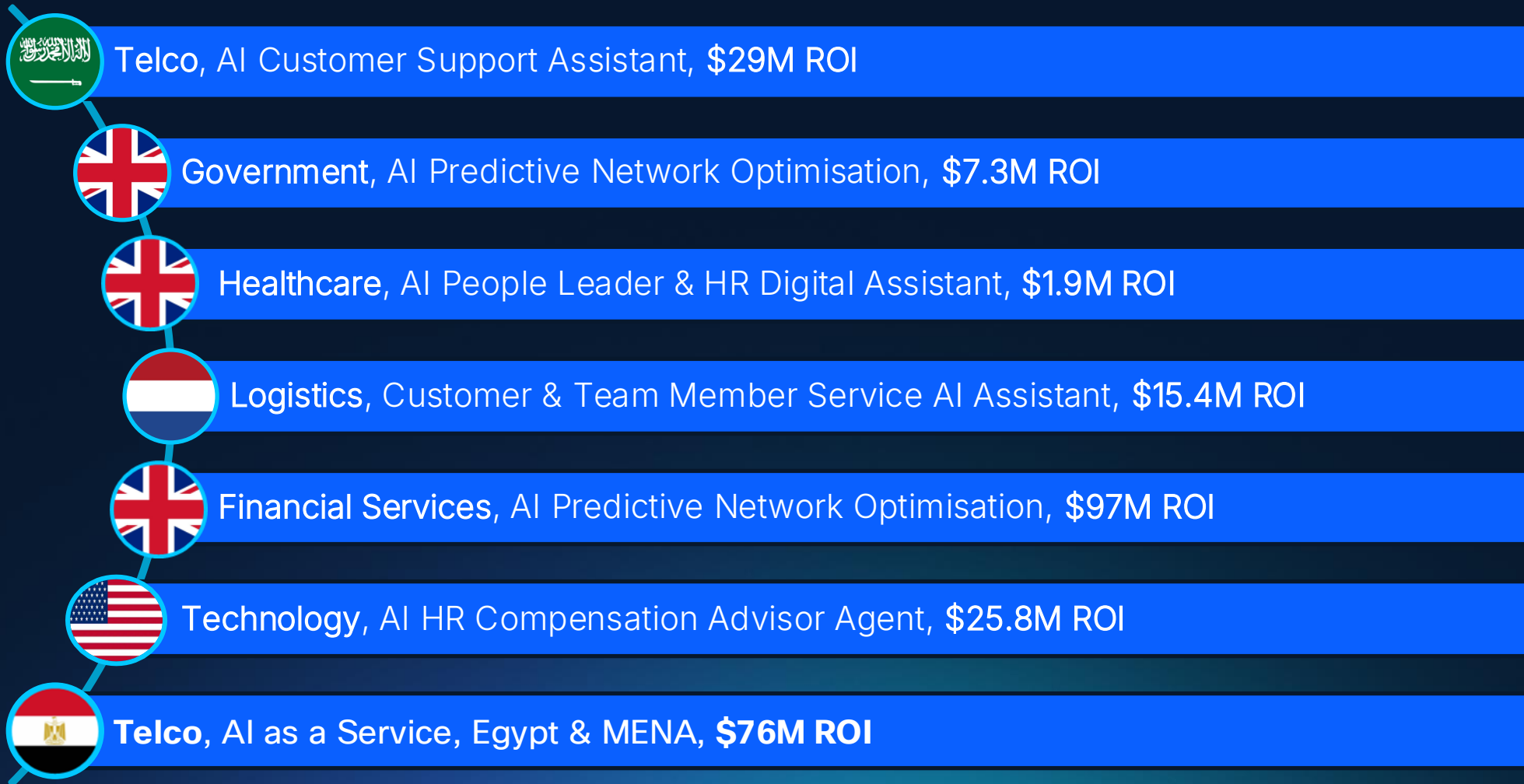
**Communication  
Plan**

**Success  
Criteria**

# Unique GenAI tool



# AI Readiness Example Customers



Children's Hospital

# AI Readiness process flow

Week 1

Intro Webinar &  
AI Assessment

Phase 1

Week 3

Phase 1 & Frame  
Workshop

Phase 2

Week 6

Continuous  
improvement call

Week 2

Collate survey results and  
decide on top 3-5 to take  
forward for Phase 1

Week 4

Final  
presentation



“Our engagement with 3Point and Cisco at the Hospital has been extremely valuable. The collaboration was marked by professionalism, deep technical expertise, and a strong focus on our specific needs.

Thanks to 3Point’s engagement, we also gained a clearer understanding of the potential value AI can bring to the Hospital and how we should approach such an endeavour strategically.

We particularly appreciated the transparent communication, proactive approach, and the way 3Point and Cisco worked seamlessly together as trusted partners.

**P.S. The board approved the first use case yesterday.”**

CIO, Project Sponsor

# Most AI demand maps to three repeatable patterns

Different use cases, same underlying AI capabilities

## Understand

Search  
Summarise  
Translate  
Transcribe

Make information accessible & usable

## Create & Interpret

Analyse  
Generate

Turn information into insights or content

## Decide & Act

Predict  
Optimise  
Automate

Recommend actions & execute at scale

# Scale comes from reuse, not from 100 bespoke projects

## AI use-case grouping

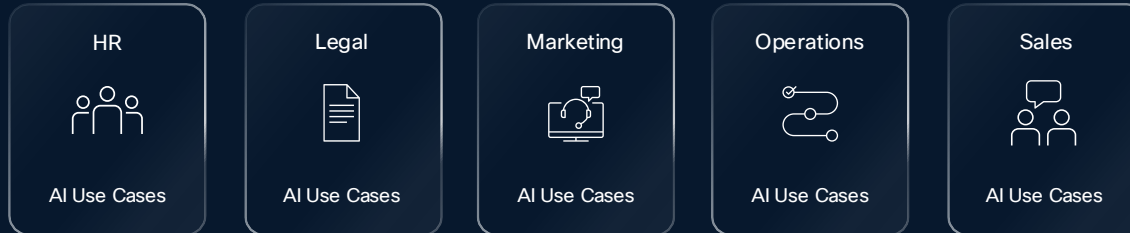
Organise AI business needs and workflows into repeatable patterns & reusable building blocks



# From Fragmentation to Scalable AI

## ❌ Fragmented (100%)

Each dept builds AI Solutions 100%



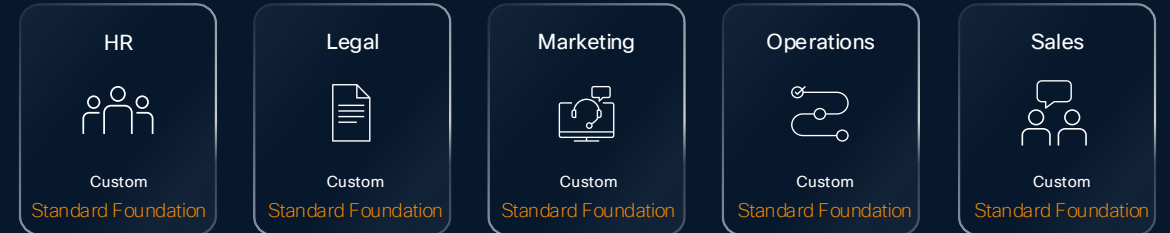
- 5 Separate AI Builds with Duplication
- Up to 5x Cost
- Up to 5x Security Risk
- Up to 5x Compliance work
- 6-12 months per department

## Result : Chaos

High Cost  
Slow Delivery  
Security Gaps  
Can't Scale

## ✅ AI Enterprise Foundation (80/20)

~20% Custom per Department



~40% Use Case Grouping Layer

Model Serving | Data Pipelines | Data Stores | Orchestration |  
Performance | Quality | Monitoring | Integrations | User Experience

~40% Unified Foundation Layer

Security & Identity | Governance & Controls | Infrastructure | Evals |  
Data Integration | Observability | Developer Platform | Resilience

## Result : Scale

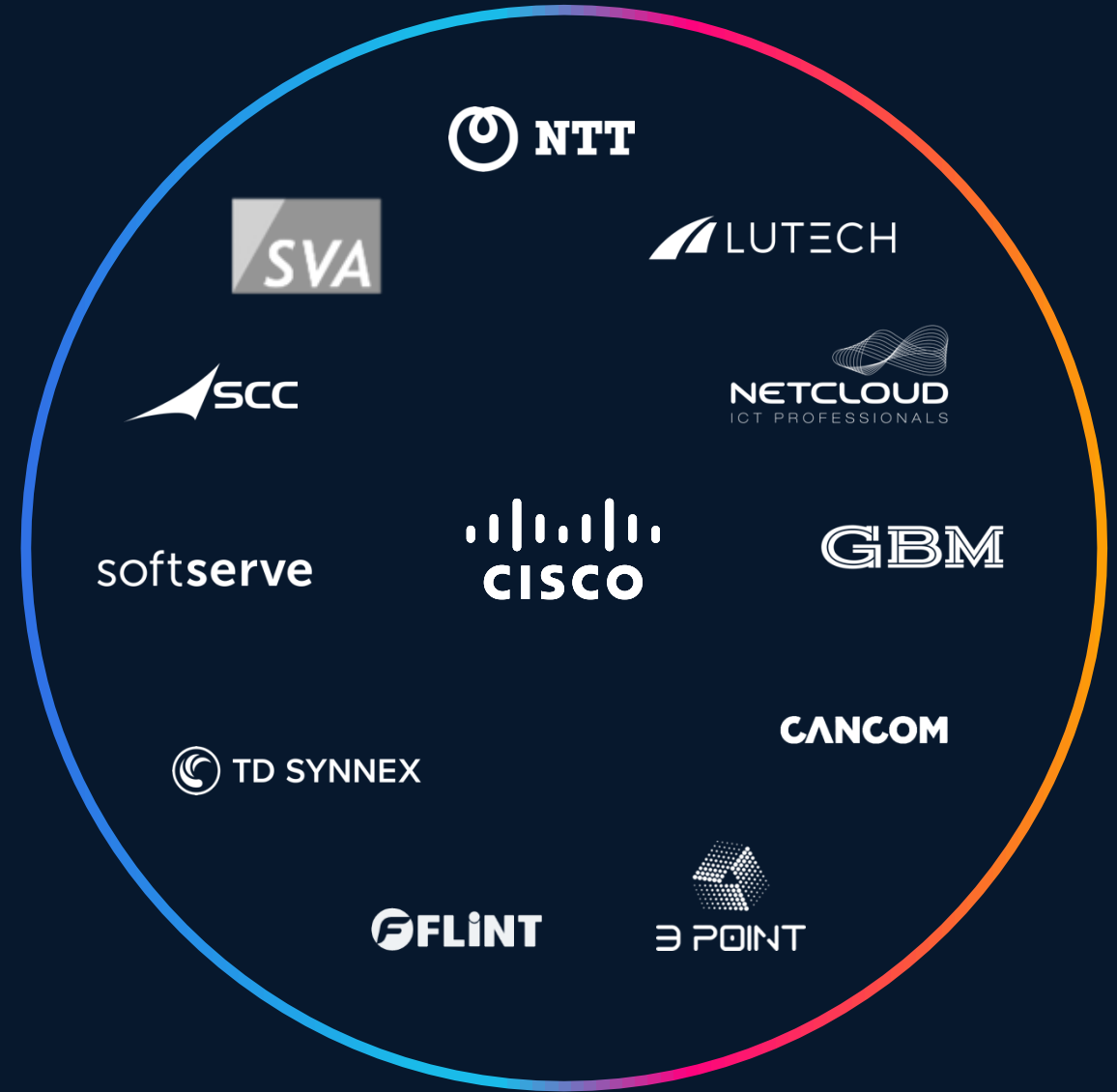
Cost Reduction  
Faster Deployment  
Consistent security  
Scales to hundreds of use cases across functions

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Stu Higgins  
Strategic AI Advisor

Mike Connaughton  
CTO, 3Point



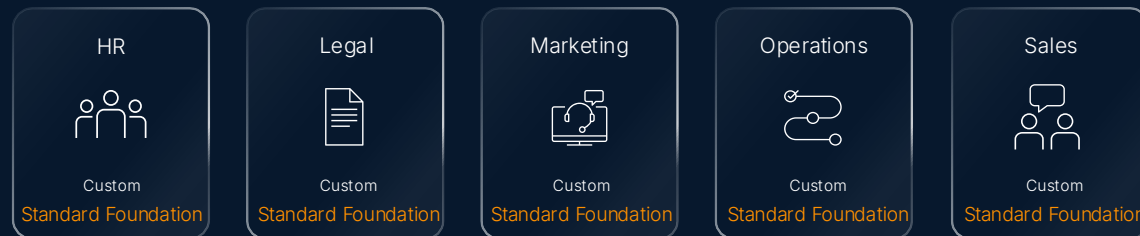
# From Fragmentation to Scalable AI

**80%** shared reusable capability

**20%** business-specific customisation

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# What customers get

When AI is prioritised & standardised

## Outcomes

- Faster time to value
- Built-in security and governance
- Less shadow AI
- Lower cost through reuse
- AI capabilities aligned to business outcomes

## Delivered through

- Validated priority use cases
- Shared patterns and reusable architecture
- Enterprise AI foundation design
- Roadmap, tooling, and delivery model

**Identify the right use cases.  
Group them into repeatable patterns.  
Build the foundation to scale.**

Cisco & our partners are here to help

# Cisco Engage: AI Test Drives, May - July

- AI in Practice
- Secure AI Factory with NVIDIA
- Unified Edge

And more...

Scan to find out more and register



